

**Office of Science (SC) Customer Information Advisory Group (CIAG)**  
**Meeting Summary**  
**April 24, 2002**

**Agenda**

- ?? FY 2002 Information Management Service Reports (Griffin)
- ?? CIAG Review of SC-65 Process Improvements (Griffin, Rice, Forsythe)

**Action Items**

Previous Action Times	Status
Review the list of Unaccessed User Accounts and provide updates to Ted Griffin. (CIAG)	Completed by CIAG. Griffin has forwarded names to SCSC so accounts can be closed.
Provide the list of Unaccessed User Accounts to Aracely Nunez-Mattocks. (Griffin)	Completed
Incorporate into the loaner equipment process the recommendation that anyone taking equipment offsite test thoroughly and call SCSC with questions. (Griffin)	Completed
Schedule interview with Dr. Orbach after his trip to China and after the AD/OD interviews. (Griffin)	Date TBD
Invite OAs to next CIAG meeting and add to the agenda discussion on the facilitated session output. (Rice)	Completed

New Actions from the April 24 Meeting	Assigned To
Prepare cost estimate for WordPerfect task and determine impact on current Operating Plan schedule. (Griffin)	Ted Griffin

**March Performance Measures**

Ted Griffin presented the March performance measures, noting that E-mail was operational 100 percent of the time (no unscheduled downtime) for the fourteenth consecutive month. He also noted that while the overall March performance measure dropped from 86% to 84%, it was still higher than the overall performance for FY2001.

**FY 2002 IM Services Reports (T. Griffin)**

The budget status is still unclear; projects and services continue to operate with the assumption of an \$8 million dollar budget. Additional changes to the Operating Plan will have to be made when the final budget number is determined.

Highlights of the report included the following.

- ?? Production systems operations and maintenance is focusing on EWM 1.0 refinement, which includes 18 builds not currently in the operating plan.
- ?? SC homepage support was to begin with SC-7. The cost estimate for the project, which is not in the budget, is \$9K. SC-65 is not comfortable proceeding with this project while the budget status is unclear.

- ?? Office XP will be implemented in early November; EIM will then continue and rollout is planned for January 2003.
- ?? Intranet 1.0 Calendar & Scheduling and Query & Reporting; Intranet 2.0; Support Services 1.1; and Performance Measure Initiation were removed from this year's schedule.

### **WordPerfect 10.0 Update (T. Griffin)**

Acquisition and implementation of site licenses will be acquired for 63 users, which require significant effort to implement. This task will be costed out and brought back to the CIAG for approval. Operating Plan schedule impacts need to be determined as well.

### **Customer Review of SC-65 Process Improvements (P. Rice)**

SC-65 recognized there are often problems associated with the rollout of some new capabilities. Facilitated sessions with SC-65 Federal staff were held to identify root causes of these problems and possible corrective actions. CIAG input is needed to ensure the right problem is being addressed, the correct solutions have been proposed, and that customers have been properly involved in implementing the solution. After discussion, CIAG members agreed that the problem is correctly identified and the causes are valid. The following CIAG comments and suggestions were received and will be incorporated into rollout session action items as appropriate.

- ?? Need a budget sometime before September 30 of the year we are currently in.
- ?? Need better articulation and documentation of processes.
- ?? When process diversity significantly impacts product development, senior management should be involved and informed of total business costs and implications.
- ?? Identifying the correct people at the beginning of the process is critical.
- ?? In further presentations, give examples of the problems in addition to a descriptive statement.
- ?? What is the definition of a beta release – how much functionality can be expected at each beta? Need to revisit the whole concept of beta.
- ?? More customer involvement is needed in testing, up to the point of cloning a user workstation for testing.
- ?? Better communication is needed among those doing the rollout work (e.g., interview team and installers) at all stages of the rollout (pre-rollout interviews, setting up the box, delivering the box.) More handholding and followup is needed.
- ?? Make sure the “preflight checklist” used in the initial interview makes it down the line to the final delivery.
- ?? Clearly capture, define, refine, and meet customer expectations from first interview through final delivery.

### **Proposed 4/24/2002 Meeting Agenda**

- ?? Review of Previous Action Items (Rice)
- ?? Support Center Items (Baker)
- ?? CIAG Review of SC-65 Process Improvements, continued (Griffin, Rice, Forsythe)

## Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Rice–Exec. Sec	Pat	SC-65	3-4556
Ashton	Christie	SC-13	3-0511
Baker	Brent	SC-65	3-2345
Bolton	Curt	SC-55	3-4914
Burris	Peggy	SC-4	6-7265
Buswell	Steve	SC-7	6-9741
Centeno	Kathi	SC-65	3-5472
Farrand	Sue	SC-65	3-1884
Flint	Mike	SC-65	3-1145
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Oyler	Dean	SC-22	3-6394
Stodolsky	Marvin	SC-72	3-4475
Talamini	Karen	SC-14	3-4563
Yockman	Dick	SC-65	3-3397